

**A SUBSITUTE RESOLUTION  
BY FINANCE/EXECUTIVE COMMITTEE**

**08-R-1602**

**A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AMENDMENT NO. 1 TO THE CONTRACT BETWEEN THE CITY OF ATLANTA AND CISCO SYSTEMS FOR SMARTNET NETWORK SUPPORT SERVICE, COOPERATIVELY PROCURED FROM GTA CONTRACT NUMBER NO. S000546-43, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, TO ADD FUNDING IN AN AMOUNT NOT TO EXCEED TWO HUNDRED THIRTY-SIX THOUSAND, EIGHT HUNDRED EIGHTY-THREE DOLLARS AND THIRTY-THREE CENTS (\$236,883.33); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 1001 (GENERAL FUND) 050206 (IT MAINFRAME OPERATIONS) 5212001 (CONSULTING AND PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEM) AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta ("City") entered into a contract ("Contract") with Cisco Systems ("Cisco") for goods and services cooperatively-procured from GTA Contract No. S000546-43, pursuant to Resolution 05-R-1066 in an amount not to exceed Two Million One Hundred Seventy-Six Thousand Nine Hundred Ten and Ninety-Four Cents (\$ 2,176,910.94); and

**WHEREAS**, the City has determined that it is necessary to obtain support and maintenance services for the City's network, the City must also add funding to the Contract in the amount of Two Hundred Thirty-Six Thousand, Eight Hundred Eighty-three Dollars and Thirty-Three Cents (\$236,883.33); and

**WHEREAS**, the added funding represents more than ten percent (10%) of the amount originally authorized for the Contract; and

**WHEREAS**, accordingly, the Department of Information Technology and the Chief Procurement Officer recommend the execution of Amendment No. 1 to the Contract to add such funding and services to the cooperatively-procured Contract.

**THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES** that the Mayor is authorized to execute Amendment No. 1 to the cooperatively-procured Contract between the City and Cisco Systems to add funding in an amount not to exceed Two Hundred Thirty-Six Thousand, Eight Hundred Eighty-three Dollars and Thirty-Three Cents (\$236,883.33), resulting in a total contract amount not to exceed Two Million, Four Hundred Forty Thousand, Seven Hundred Ninety-Four Dollars and Twenty-Seven Cents (\$2,440,794.27).

**BE IT FURTHER RESOLVED**, that all contracted work will be charged to and paid from Fund, Department Organization and Account number 1001 (General Fund) 050206 (IT Mainframe Operations) 5212001 (Consulting and Professional Services) 1535000 (Data Processing/Management Information System).

**BE IT FURTHER RESOLVED**, that the Chief Procurement Officer is directed to assist the City Attorney in the preparation of Amendment No. 1 for execution by the Mayor.

**BE IT FINALLY RESOLVED**, that Amendment No. 1 will not become binding upon the City and the City will incur no liability under it until it has been executed by the Mayor, attested to by the Municipal Clerk, approved by the City Attorney as to form and delivered to Cisco Systems.

**A RESOLUTION  
BY FINANCE/EXECUTIVE COMMITTEE**

**A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AMENDMENT NO. 1 TO THE CONTRACT BETWEEN THE CITY OF ATLANTA AND CISCO SYSTEMS FOR SMARTNET NETWORK SUPPORT SERVICE, COOPERATIVELY PROCURED FROM GTA CONTRACT NUMBER NO. S000546-43, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, TO ADD FUNDING IN AN AMOUNT NOT TO EXCEED TWO HUNDRED THIRTY-SIX THOUSAND, EIGHT HUNDRED EIGHTY-THREE DOLLARS AND THIRTY-THREE CENTS (\$236,883.33); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 1001 (GENERAL FUND) 050206 (IT MAINFRAME OPERATIONS) 5212001 (CONSULTING AND PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEM) AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta ("City") entered into a contract ("Contract") with Cisco Systems ("Cisco") for goods and services cooperatively-procured from GTA Contract No. S000546-43 , pursuant to Resolution 05-R-1066 in an amount not to exceed Two Million One Hundred Seventy-Six Thousand Nine Hundred Ten and Ninety-Four Cents (\$ 2,176,910.94); and

**WHEREAS**, the City has determined that it is necessary to obtain support and maintenance services for the City's network, the City must also add funding to the Contract in the amount of Two Hundred Thirty-Six Thousand, Eight Hundred Eighty-three Dollars and Thirty-Three Cents (\$263,883.33); and

**WHEREAS**, the added funding represents more than ten percent (10%) of the amount originally authorized for the Contract; and

**WHEREAS**, accordingly, the Department of Information Technology and the Chief Procurement Officer recommend the execution of Amendment No. 1 to the Contract to add such funding and services to the cooperatively-procured Contract.

**THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES** that the Mayor is authorized to execute Amendment No. 1 to the cooperatively-procured Contract between the City and Cisco Systems to add funding in an amount not to exceed Two Hundred Thirty-Six Thousand, Eight Hundred Eighty-three Dollars and Thirty-Three Cents (\$263,883.33), resulting in a total contract amount not to exceed Two Million, Four Hundred Forty Thousand, Seven Hundred Ninety-Four Dollars and Twenty-Seven Cents (\$2,440,794.27).

**BE IT FURTHER RESOLVED**, that all contracted work will be charged to and paid from Fund, Department Organization and Account number 1001 (General Fund) 050206 (IT Mainframe Operations) 5212001 (Consulting and Professional Services) 1535000 (Data Processing/Management Information System).

**BE IT FURTHER RESOLVED**, that the Chief Procurement Officer is directed to assist the City Attorney in the preparation of Amendment No. 1 for execution by the Mayor.

**BE IT FINALLY RESOLVED**, that Amendment No. 1 will not become binding upon the City and the City will incur no liability under it until it has been executed by the Mayor, attested to by the Municipal Clerk, approved by the City Attorney as to form and delivered to Cisco Systems.

## Legislation Summary

**Committee of Purview:**

**Caption**

A resolution authorizing the Mayor to execute an appropriate contractual agreement on behalf of the Department of Information Technology with Cisco Systems in an amount not to exceed two hundred thirty six thousand eight hundred eighty-three dollars and thirty three cents (\$236,883.33). All contract work shall be charged to and paid from fund account and center number: 1001 (General Fund), 050206 (IT Mainframe Operations), 5212001 (Consulting and Professional Services), 1535000 (Data Processing/Management Information System).

**Council Meeting Date:** September 02, 2008

**Legislation Title:** Resolution authorizing the Chief Procurement Officer to utilize the State of Georgia GTA Contract #S000546-043 with Cisco Systems, for the Purchase of SMARTnet Network Support Service on behalf of the Department of Information Technology in an amount not to exceed two hundred thirty six thousand eight hundred eighty-three dollars and thirty three cents (\$236,883.33). All contract work shall be charged to and paid from fund account and center number: 1001 (General Fund), 050206 (IT Mainframe Operations), 5212001 (Consulting and Professional Services), 1535000 (Data Processing/Management Information System).

**Requesting Department:** Department of Information Technology

**Contract Type:** N/A

**Source Selection:** State of Georgia GTA Contract #S000546-043

**Bids/Proposals Due:** N/A

**Invitations Issued:** N/A

**Number of Bids/  
Proposals Received:** N/A

**Bidders/Proponents:** N/A

**Justification Statement:** N/A

**Background:** N/A

**Fund Account Centers:** 1001 (General Fund), 050206 (IT Mainframe Operations), 5212001 (Consulting and Professional Services), 1535000 (Data Processing/Management Information System).

**Source of Funds:** N/A

**Fiscal Impact:** N/A

**Term of Contract:** N/A

**Method of Cost Recovery:** N/A

**Approval:**

**DOF:**

**DOL:**

**Prepared By:** Patricia Lowe, Buyer

**Contact Number:** 404.330.6583

[georgia.gov](http://georgia.gov)[About GTA](#)   [News & Information](#)   [Services](#)   [Initiatives & Programs](#)   [Procurement](#)   [Technology Pla](#)[Home](#) > [Procurement](#) > [All Contracts - Alphabetical Index](#)

## Cisco Systems

**All purchases made under this contract must be for public use only. Purchases for personal use by public employees or officials are prohibited. This contract is not authorized for Voice over IP hardware or software.**

Contract #: S 000546-043  
Vendor I.D.: 77-0059951  
Contract period: July 1, 2003 - June 30, 2009  
Availability: Government and Education

### Vendor Information:

Cisco Systems, Inc.  
500 Northridge Rd., Suite 700  
Atlanta, GA 30350  
Fax: 678-352-2934

To request a copy of the Georgia Public Sector coverage map, please send an email to [georgia-public-sector-map@cisco.com](mailto:georgia-public-sector-map@cisco.com). Be sure to reference your partner name in the email request.

### Ordering information:

Fax or mail orders to any authorized reseller listed below.

### Payment information:

Payments for orders placed with authorized resellers should be made directly to them.  
Payment terms: Net 30  
Leasing option: Yes

Contract administrator, order inquiries, & complaint resolution: Call (678) 352-2500

### Matt Cobb

Cisco Systems  
[macobb@cisco.com](mailto:macobb@cisco.com)  
678-352-2806  
Cell 678-794-4138

**Part II: Legislative White Paper:** (This portion of the Legislative Request Form will be shared with City Council members and staff)

**A. To be completed by Legislative Counsel:**

**Committee of Purview:** FINANCE/EXECUTIVE COMMITTEE

**Caption:**

A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AMENDMENT NO. 1 TO THE CONTRACT BETWEEN THE CITY OF ATLANTA AND CISCO SYSTEMS FOR SMARTNET NETWORK SUPPORT SERVICE, COOPERATIVELY PROCURED FROM GTA CONTRACT NUMBER NO. S000546-43, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, TO ADD FUNDING IN AN AMOUNT NOT TO EXCEED TWO HUNDRED THIRTY-SIX THOUSAND, EIGHT HUNDRED EIGHTY-THREE DOLLARS AND THIRTY-THREE CENTS (\$236,883.33); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 1001 (GENERAL FUND) 050206 (IT MAINFRAME OPERATIONS) 5212001 (CONSULTING AND PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEM) AND FOR OTHER PURPOSES.

**Council Meeting Date:** September 2, 2008

**Requesting Dept.:** Information Technology

**B. To be completed by the department:**

**1. Please provide a summary of the purpose of this legislation (Justification Statement).**

DIT seeks approval from council to pay for Smartnet Technical support service for the City's network hardware.

**2. Please provide background information regarding this legislation.**

The city purchased Cisco equipment for the network in 2005 (05-R-1066). Cisco has continued to provide satisfactory support of the equipment since then. Which in turn has enabled DIT to provide the city with reliable network functionality.

**3. If Applicable/Known:**

(a) **Contract Type (e.g. Professional Services, Construction Agreement, etc):** Professional Services

- (b) Source Selection:
- (c) Bids/Proposals Due:
- (d) Invitations Issued:
- (e) Number of Bids:
- (f) Proposals Received:
- (g) Bidders/Proponents:
- (h) Term of Contract: 1 year

4. Fund Account Center: 1001 (GENERAL FUND) 050206 (IT MAINFRAME OPERATIONS) 5212001 (CONSULTING AND PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEM)

5. Source of Funds:

6. Fiscal Impact: \$236,883.33

7. Method of Cost Recovery:

This Legislative Request Form Was Prepared By: Kathleen Lane, DIT Compliance Analyst

## Cisco SMARTnet Service

**Resolve network problems rapidly with direct, anytime access to Cisco® experts and hardware replacement matched to your needs.**

### **When Minutes Matter, Depend on Cisco SMARTnet Service to Deliver**

As networks evolve and critical business processes, systems, and services are added, the consequences of downtime increase dramatically. When a problem occurs that can disrupt business continuity, IT departments are under intense pressure to resolve the issue as quickly as possible or correct it before it can affect the business. Cisco SMARTnet® Service supports rapid problem resolution and improved operational efficiency through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options, providing you with greater network availability while reducing operating costs.

### **Move Quickly and Confidently with Cisco Expertise and Resources Readily Available**

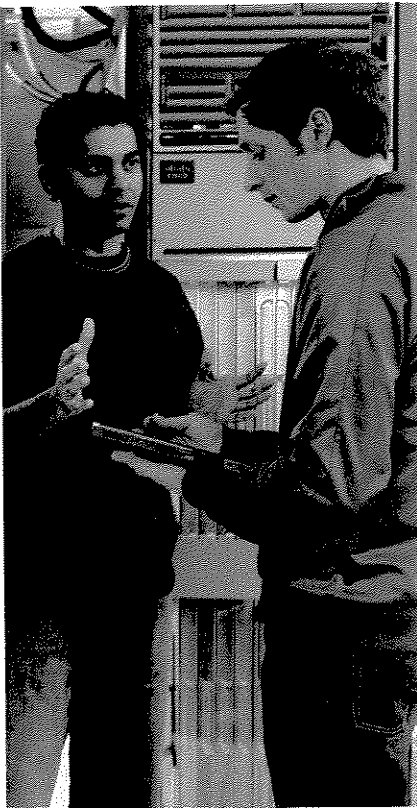
Cisco SMARTnet Service is an award-winning technical support service that gives IT staff direct, anytime access to Cisco engineers and Cisco.com resources to help ensure the fast, expert response and accountability you require to resolve critical network issues.

Cisco SMARTnet Service provides the following:

- Full-time global access to the Cisco Technical Assistance Center (TAC).
- Access to the extensive Cisco.com knowledge base and tools.
- Next-business-day advance hardware replacement (premium service level options for 2-hour and 4-hour replacement also available).
- Ongoing operating system software updates and upgrades.
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home
- Option available for onsite field engineer to install replacement parts at your location. Cisco SMARTnet Onsite implements Cisco technology expertise and practices to help ensure that your network operates at the highest levels.

### **Cisco SMARTnet Service Connects You Directly to the Network Experts at Cisco**

When a network problem is affecting business-critical systems, you want fast access to technology experts with experience in diagnosing the toughest problems. Cisco SMARTnet Service connects you directly to the Cisco TAC, staffed by Cisco professionals certified in a broad range of Cisco foundational and advanced technologies. The Cisco TAC employs a sophisticated system that helps ensure that your service request is automatically routed to the appropriate technology team and automatically escalated to the next level of support if it is not resolved within a specified timeframe. To confirm the right remediation action, Cisco TAC engineers can test solutions in a laboratory environment that simulates your network.



### Facts About TAC Engineers

- 450+ engineers with CCIE® certification
- Average more than five years of technical support experience
- Computer science/electrical engineering degrees

The Cisco TAC is available around the clock and around the globe, with support available in local languages. If your assigned TAC engineer changes for any reason before your service request is resolved, a personal handoff is completed between all parties to provide service continuity through issue resolution. You can confer with Cisco TAC engineers in a way that is most convenient and useful for you, including e-mail, telephone, and Web-based collaboration. Throughout a TAC engagement the goal of every Cisco engineer is to empower your staff through active knowledge transfer.

### Online Troubleshooting Tools Accelerate Problem Resolution

Improving operational efficiency is an ongoing concern for IT departments. As part of the Cisco SMARTnet Service, your staff has access to extensive troubleshooting and support resources on the award-winning support site on Cisco.com, which contribute to improved operational efficiency in numerous ways, including:

- Using the automated tools and personalized content based on your network environment, you can quickly resolve many issues yourself online. Some of the most widely used tools are:
  - **Software Downloads:** Get the latest updates, patches, and releases of Cisco software.
  - **Software Advisor:** Choose appropriate software for your network device by matching software features to Cisco IOS® Software and Cisco Catalyst® OS releases, comparing Cisco IOS Software releases, or determining which software releases support your hardware.
  - **Bug Toolkit:** Quickly find software bug fixes based on version and feature sets.
  - **TAC Case Collection:** Interactively diagnose common problems involving hardware, configuration, and performance issues with solutions provided by TAC engineers.
  - **Error Message Decoder:** Look up explanations for console error message strings listed in the Cisco Software System Messages guide.
  - **Command Lookup Tool:** Look up a detailed description for a particular Cisco IOS Software, Cisco Catalyst, or Cisco PIX® or ASA command.
  - **Output Interpreter:** Receive instant troubleshooting analysis and course of action for your router, switch, or Cisco PIX device using collected **show** command output.
- Access to over 90,000 technical documents, including product and technology integration documentation for Cisco and third-party products as well as troubleshooting guides and release notes.
- Through Cisco.com's Online Service Request Management Tool, you can reduce the time you spend submitting and tracking service requests.
- A peer-to-peer online forum allows you to share questions, suggestions, and information with other networking professionals.
- A personalized Web portal, "My Tech Support," allows you to find the information you need in one place, customized to your network, including new software releases, bug reports and repairs, and troubleshooting tools.
- The Cisco Technical Services Newsletter alerts subscribers to new technical tools, resources, and exclusive networking tips every month.

The self-help technical support resources available on cisco.com through your Cisco SMARTnet Service contract are so comprehensive that customers have found up to 80 percent of service problems can be quickly resolved by using them.

### Count on the Right Part, When and Where You Need It

When you need dependable, fast access to business-critical parts, your Cisco SMARTnet Service delivers. Choose from a variety of hardware replacement options, including premium options such as two-hour replacement and onsite parts replacement and installation. You can select the coverage you need on a device-by-device basis, so you get the flexible coverage you need.

All options include anytime, global access to the Cisco TAC and award-winning Cisco.com resources. Plus you have flexibility of choosing the coverage you want on a device-by-device basis. The Cisco SMARTnet Service options are shown in Table 1.

**Table 1. Service Options**

Service	Advance Hardware Replacement*	Onsite Engineer	Cisco TAC** Hotline	Cisco.com Knowledge-Base and Tools	Operating System Software	Eligible Devices
Cisco SMARTnet Service/ Onsite	8x5xNBD 8x5x4 24x7x4 24x7x2	Only with onsite option	24x7 access	Full access	Ongoing updates and upgrades	All

\* Advance hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that a technical support engineer is available 24x7 and advance hardware replacement is available 8 hours per day (delivering the replacement hardware during normal business hours only), 5 days a week, with next business day delivery.

\*\* Cisco Technical Assistance Center

Dependable parts delivery on a global basis is enabled by the Cisco Service Supply Chain, a network of over 900 spare parts depots around the world managed by a sophisticated global inventory that automates parts stocking processes worldwide. Cisco is constantly adjusting regional stock holdings so spares are available where and when you need them.

### Extract More Value from Your Network

Protect your network investment and extract the most value with anytime, online access to the latest operating system software updates and upgrades. The Cisco SMARTnet Service includes a personalized Software Advisor available through the Cisco.com Web portal, which keeps you advised about which new software releases are available for your Cisco network devices.

#### Cisco.com Support Site Statistics

- 80 percent of technical support issues are resolved through Cisco.com
- More than 24 million page views per month
- 2.8 million software downloads per month

## The Value of Cisco Support

Our interviews and survey data indicate that Cisco's TAC is a primary reason that companies choose Cisco network products and services. When customers call in with a priority 1 problem, they can expect to be directed immediately to a high-level Cisco engineer who is an expert in their specific problem rather than being placed in a hold queue for the next available agent.

—Yankee Group Research, "Is Cisco Worth the Premium?" May 2006

## Smart Call Home Has Something to Report That Will Save You Time

With the Cisco Smart Call Home feature of the Cisco SMARTnet Service, you get proactive, detailed diagnostics and real-time alerts on core network devices to help you identify and resolve issues even more quickly, conserving valuable staff time and improving network availability. Smart Call Home is available on Call Home-capable devices, such as the Cisco Catalyst 6500 Series Switches. Devices equipped with the Call Home technology continuously monitor their own health and automatically notify you of potential issues using encrypted, authenticated transmissions. If a serious problem arises, Smart Call Home automatically generates a service request with the Cisco TAC that is routed to the right team for your particular problem.

## More Than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. Cisco SMARTnet Service goes far beyond a simple warranty replacement policy (see Table 2). Cisco SMARTnet Service provides troubleshooting support, advanced hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. Warranty only offers delayed hardware replacement during the warranty duration.

**Table 2.** Cisco SMARTnet Service Features vs. Warranty Features

Service Features	Hardware Coverage and Duration	Hardware Replacement	Software Coverage and Duration	Cisco Technical Support	Cisco IOS Software Updates and Upgrades	Cisco.com Knowledge-Base and Tools
Cisco SMARTnet/ Onsite Services	All hardware yearly or multiyear contracts	Advanced replacement · 8x5xNBD · 8x5x4 · 24x7x4 · 24x7x2	Cisco IOS Software Support Concurrent with Hardware Duration	Yes	Yes	Yes
Warranty	Replaces defective hardware only	10 day advanced replacement 15 day return to factory*	Replaces software media during first 90 days	No	No	No

\*On Optical Networking products. Get more information on the Cisco warranty.










## Service That Evolves Along with Your Business Needs

Cisco provides industry-leading service capabilities and processes that continue to grow and evolve to meet changing customer requirements. Your feedback, along with that of other customers, is acted upon through a unique process that promotes product, service, and process improvements. Cisco is committed to delivering an exceptional service experience that is flexible enough to meet your needs, today and in the future.

## Award-Winning Service

With Cisco you get service and support that consistently win awards year after year. The certifications and awards shown in Figure 1 illustrate how Cisco continues to set the standard when it comes to support performance and value to our customers. When you choose Cisco, you are getting extremely high-quality service from a team of experts whose top priority is to make you successful.

Figure 1. Industry-Recognized High-Quality Service

Certifications	
	<b>2007 J.D. Power and Associates Certification for Technology Service and Support Excellence</b> Cisco was the first global networking company recognized with this prestigious certification and in 2007 received the JD Power certification for the second year in a row. Our Technical Services earned the award for Outstanding Technology Service and Support and continued commitment to customer satisfaction. The certification requires companies to rank in the top 20 percent of the industry and pass an expert audit of their support policies and procedures.
Awards	
	<b>2007 STAR Award for Best Practices</b> Cisco Services earned two STAR Awards for Best Practices in 2007, sponsored by the Service & Support Professionals Association (SSPA). These awards for Best Practices recognize companies for developing, implementing, and benchmarking the most innovative and efficient processes for service and support delivery. Cisco was awarded in both the Service Delivery Optimization category for its best practices in the Cisco Technical Assistance Center (TAC) service technology development and support delivery methodology and the Customer Commitment category for the Cisco TAC customer feedback process that allows Cisco to implement tangible changes in support practices to directly improve the customer experience.
	<b>ASP 2007 Ten Best Web Support Sites and Web Support "Hall of Fame"</b> The Association of Support Professionals (ASP) declared the Cisco Technical Support & Documentation Website a winner of the annual "Ten Best Web Support Sites" competition, a prestigious award that showcases excellence in online service and support. Cisco was also named to ASP's Web Support "Hall of Fame," which honors websites that have been named among the "Ten Best" for at least four years.
	<b>2007 Best International Web Support Sites Award</b> The Localization Industry Standards Association (LISA) Association of Support Professionals (ASP) recognized the Cisco Support Website: Spanish and Japanese editions, among the 2007 Best International Web Support Sites. This award recognizes companies that excel in providing local language support websites to their international customers.
	<b>Cisco European Supply Chain wins an Excellence Award in the High Tech and Electronics Category</b> November 2006
	<b>VARBusiness Annual Report Card</b> Cisco rates highest in "post-sales support" and "quality of tech support" in the areas of Security Appliances, Security Software, and VoIP int their 2006 VARBusiness Annual Report Card.
	<b>Kepner-Tregoe</b> Cisco Technical Services, Asia Pacific team has been awarded with a 2006 Kepner-Tregoe (KT) International Rational Process Achievement Award for Organizational Use of Process. Their winning entry chronicled how KT processes have been embedded in the organization, exceeding targeted goals.
	<b>2006 SCMLogistics Supply Chain Excellence Award</b> Cisco Asia Pacific Service Supply Chain Delivery was awarded the 2006 SCMLogistics Supply Chain Excellence Award for supply chain innovation. This prestigious award focuses on the achievements of organizations in transforming supply chain in Asia for greater corporate success.
	<b>2006 Field Service Award</b> Cisco High Touch Technical Support (HTTS) was awarded the 2006 Worldwide Business Research Field Services award for "Most Innovative Approach to Service Delivery." The innovative approach highlighted is the HTTS Time Based Escalation (TBE) process which helps ensure the highest level of customer service by generating timely alerts for Focused Technical Support customers to instigate proactive management engagement at critical junctures of a service request.

## Ordering Information

Cisco SMARTnet Service can be ordered through your local Cisco account representative or Cisco certified partner.

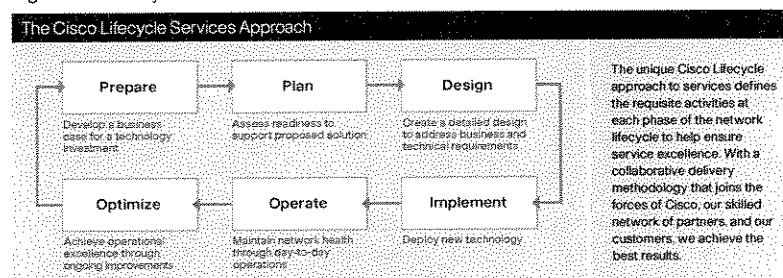
## Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results. Figure 2 shows the lifecycle phases.

Figure 2. Lifecycle Phases



## For More Information

For more information about Cisco SMARTnet Service, visit [www.cisco.com/go/smartnet](http://www.cisco.com/go/smartnet) or contact your local account representative.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit [www.cisco.com/go/supportservices](http://www.cisco.com/go/supportservices).

**Cisco Services**  
**Making Networks Work**  
**Better Together.**



**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
166 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc. Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc., and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, IQ Expertise, the IQ logo, IQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (071 IR)

C78-418582-01 01/08

QuoteNumber 07678361  
 QuoteDate 3-Apr-08  
 QuoteAmount \$16,868.00 USD  
 OriginalContract 3147144  
 ContType IPS Svc, AR 24x7x4(SU3)  
 BillTo CITY OF ATLANTA  
 Address1 55 TRINITY AVENUE  
 Address2 ATLANTA, GA 30335  
 Site ID#  
 Customer Name  
 3063430 CITY OF ATLANTA  
 3063430 CITY OF ATLANTA  
 3063430 CITY OF ATLANTA  
 3063430 CITY OF ATLANTA  
 Address1  
 55 TRINITY AVENUE SOUTHWEST SUITE G700 DAS/BMS SYSTEMS & PROG DIV  
 55 TRINITY AVENUE SOUTHWEST SUITE G700 DAS/BMS SYSTEMS & PROG DIV  
 55 TRINITY AVENUE SOUTHWEST SUITE G700 DAS/BMS SYSTEMS & PROG DIV  
 55 TRINITY AVENUE SOUTHWEST SUITE G700 DAS/BMS SYSTEMS & PROG DIV

Quote by: Craig Pitzer	Subtotal	Discount	Total
One Year	\$ 16,868.00		\$ 16,868.00

Address 2	Item Name	Serial Number	Begin Date	End Date	Annual List	List Priced
ATLANTA, GA 30303-0322	IPS-4240-K9	JMX0940K0GJ	19-Nov-09	18-Nov-10	\$2,735.00	\$2,735.00
ATLANTA, GA 30303-0322	IPS-4240-K9	JMX0940K0CK	19-Nov-09	18-Nov-10	\$2,735.00	\$2,735.00
ATLANTA, GA 30303-0322	IPS-4255-K9	JMX0940K0FX	19-Nov-09	18-Nov-10	\$5,699.00	\$5,699.00
ATLANTA, GA 30303-0322	IPS-4255-K9	JMX0940K0FW	19-Nov-09	18-Nov-10	\$5,699.00	\$5,699.00



SMOKEY NET  
 2009 - 2010  
 budget

Previous Contract Supran prepared.  
 GTA 5000546-043

1. \$16,868.00 - due 11/19/09 - FIVE  
 2. \$3,360.30 - " 4/18/08  
 3. \$233,521.03 - " 4/18/08  
 8,369,888.33

Quote Number: Q7615721  
 Quote Date: 19-Mar-08  
 Original Amount: \$3,362.30 USD  
 Contract: Software Application Support(SAS)  
 Bill To: CITY OF ATLANTA  
 Address 1: 55 TRINITY AVENUE SOUTHWEST  
 Address 2: ATLANTA, GA 30303  
 Site ID#  
 Customer Name: 3063430 CITY OF ATLANTA  
 3063430 CITY OF ATLANTA

Address 1: 55 TRINITY AVENUE SOUTHWEST SUITE G700 DAS/BWIS SYSTEMS & PROG DIV  
 55 TRINITY AVENUE SOUTHWEST SUITE G700 DAS/BWIS SYSTEMS & PROG DIV

Address 2: ATLANTA, GA 30303-0322  
 ATLANTA, GA 30303-0322  
 \*\*\* End of Quote Q7615721 \*\*\*

Item Name: CWLMS-2.6-R-K9  
 CSACSE-3.5-SW-K9

Serial Number

Begin Date: 19-Mar-08  
 End Date: 17-Apr-09  
 Annual List: \$1,999.00  
 List Priced: \$2,163.30  
 18-Apr-08 17-Apr-09 \$1,199.00 \$1,199.00

Quote by: Craig Pitzer	Subtotal	Discount	Total
One Year	\$ 3,362.30		\$ 3,362.30



\$ 3,362.30  
 \$16,868.00  
 \$233,521.11  
 \$253,751.41

Subtotal	Discount	Total*
\$ 233,521.03		\$ 233,521.03



Item Name	Serial Number	Begin Date	End Date	Annual List	List	Prorated
WS-C2950C-24	FAB0603W1C6	18-Apr-08	17-Apr-09	\$203.00		\$203.00
WS-C2950C-24	FHK0648Z0FM	18-Apr-08	17-Apr-09	\$203.00		\$203.00
WS-C2950-24	FOC0717X07U	18-Apr-08	17-Apr-09	\$93.00		\$93.00
WS-C2950G-48-EI	FHK0715Y159	18-Apr-08	17-Apr-09	\$488.00		\$488.00
WS-C3550-24-EMI	CAT0720Z0XK	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0XE	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0FA	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z16N	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z198	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0M7	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z1M1	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z18Z	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0H7	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0F6	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0FF	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0EY	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z1HB	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0EX	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z1KA	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0HH	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0FM	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z1LV	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0F7	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z135	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0H4	18-Apr-08	17-Apr-09	\$533.00		\$533.00
WS-C3550-48-SMI	CAT0747Z0F9	18-Apr-08	17-Apr-09	\$533.00		\$533.00

Quote by: Craig Pitzen
One Year

**Address 1**

[illegible]

[illegible]

[illegible]



[illegible][illegible]

WS-C3550-48-SMI	CAT0747Z1LD	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3550-48-SMI	CAT0747Z0JA	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3550-48-SMI	CAT0747Y0DH	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3550-48-SMI	CAT0747Z0FH	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3550-48-SMI	CAT0747Z0EG	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3550-48-SMI	CAT0747Z0ZY	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3550-48-SMI	CAT0747Z0ZC	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3550-48-SMI	CAT0747Z0LJ	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C6513	TSC074903Q5	18-Apr-08	17-Apr-09	\$16,380.00	\$16,380.00
WS-C2950T-24	FOC0806W1G8	18-Apr-08	17-Apr-09	\$120.00	\$120.00
WS-C2950T-24	FOC0805X4KY	18-Apr-08	17-Apr-09	\$120.00	\$120.00
WS-C2950-24	FOC0811T1DX	18-Apr-08	17-Apr-09	\$93.00	\$93.00
WS-C2950-24	FOC0811S1K2	18-Apr-08	17-Apr-09	\$93.00	\$93.00
WS-C2950-24	FOC0811S1KA	18-Apr-08	17-Apr-09	\$93.00	\$93.00
WS-C2950-24	FOC0812T041	18-Apr-08	17-Apr-09	\$93.00	\$93.00
WS-C2950-24	FOC0812Y138	18-Apr-08	17-Apr-09	\$93.00	\$93.00
WS-C3550-24-EMI	CAT0810N1BZ	18-Apr-08	17-Apr-09	\$533.00	\$533.00
WS-C3750-48PS-S	CAT0941Z1D4	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z20K	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z20H	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1ER	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z204	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z20E	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1E7	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1D8	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1EW	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1FE	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1F5	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1DZ	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1ZJ	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1DX	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z202	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1ED	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1EY	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1CR	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1ZW	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1B3	18-Apr-08	17-Apr-09	\$806.00	\$806.00

WS-C3750-48PS-S	CAT0941Z1YB	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT0941Z1D2	18-Apr-08	17-Apr-09	\$806.00	\$806.00
CSACSE-1112-K9	QMNWCWT5390091	19-Nov-09	17-Apr-11	\$768.00	\$1,083.62
WS-C3750G-24PS-S	FOC0938U1X4	22-Oct-09	17-Apr-11	\$872.00	\$1,297.25
WS-C3750-48PS-S	CAT0941Z23F	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750G-24PS-S	FOC0938U1XL	22-Oct-09	17-Apr-11	\$872.00	\$1,297.25
WS-C3750-48PS-S	CAT0941Z22E	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941R1YU	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z24G	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z24Z	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z20L	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z22M	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z230	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z24P	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23S	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z245	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23H	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23D	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z22C	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z22A	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z233	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z22J	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z241	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23R	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z232	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23W	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750G-24PS-S	FOC0938U1XT	22-Oct-09	17-Apr-11	\$872.00	\$1,297.25
WS-C3750-48PS-S	CAT0941Z22K	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z229	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z251	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z22Y	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z236	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z22L	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z22X	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23Q	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23B	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750-48PS-S	CAT0941Z23U	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06

WS-C3750-48PS-S	CAT0941Z23A	22-Oct-09	17-Apr-11	\$806.00	\$1,199.06
WS-C3750G-24PS-S	FOC0938U1M4	22-Oct-09	17-Apr-11	\$872.00	\$1,297.25
WS-C3750G-24PS-S	FOC0938U1LR	22-Oct-09	17-Apr-11	\$872.00	\$1,297.25
WS-C6509-S720-6724	SAL093600CY	22-Oct-09	17-Apr-11	\$10,920.00	\$16,245.37
WS-C6509-S720-6724	SAL093600D3	22-Oct-09	17-Apr-11	\$10,920.00	\$16,245.37
WS-C6509-S720-6724	SAL09370F2U	22-Oct-09	17-Apr-11	\$10,920.00	\$16,245.37
WS-C6509-S720-6724	SAL093600D1	22-Oct-09	17-Apr-11	\$10,920.00	\$16,245.37
CISCO2811-SEC/K9	FTX0942A3PT	22-Oct-09	17-Apr-11	\$672.00	\$999.72
CISCO2811-SEC/K9	FTX0942A3RK	22-Oct-09	17-Apr-11	\$672.00	\$999.72
CISCO2811-SEC/K9	FTX0942A3QH	22-Oct-09	17-Apr-11	\$672.00	\$999.72
CISCO2811-SEC/K9	FTX0942A3RA	22-Oct-09	17-Apr-11	\$672.00	\$999.72
CISCO2811-SEC/K9	FTX0942A3QJ	22-Oct-09	17-Apr-11	\$672.00	\$999.72
CISCO2811-SEC/K9	FTX0942A3PN	22-Oct-09	17-Apr-11	\$672.00	\$999.72
WS-C6509-E	SMG0941NG6U	18-Apr-08	17-Apr-09	\$10,920.00	\$10,920.00
WS-C3560-24PS-S	CAT0946R2VT	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2TW	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2TH	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2U1	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2VB	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2US	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2RH	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2SK	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2SV	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2RD	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2UK	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2U8	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2YJ	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2TY	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2YP	18-Apr-08	17-Apr-09	\$422.00	\$422.00
WS-C3560-24PS-S	CAT0946R2TL	18-Apr-08	17-Apr-09	\$422.00	\$422.00
CISCO2801	FTX0948D09Y	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D08X	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D0A1	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09S	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09J	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D08Y	18-Apr-08	17-Apr-09	\$488.00	\$488.00

CISCO2801	FTX0948D092	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D090	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D099	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09H	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09A	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09C	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D096	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09N	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09E	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D091	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CISCO2801	FTX0948D09V	18-Apr-08	17-Apr-09	\$488.00	\$488.00
CVPN3020E-NRBUN-K9	CAM09480073	18-Apr-08	17-Apr-09	\$1,279.00	\$1,279.00
CSACSE-1112-K9	QAMNCWT6030063	18-Apr-08	17-Apr-09	\$768.00	\$768.00
WS-C3750-48PS-S	CAT0952N1MC	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT1012R1TH	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	CAT1012R1SW	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750G-24TS-E1U	FOC1011Z7WG	18-Apr-08	17-Apr-09	\$1,477.00	\$1,477.00
CSS11501	JMX1044K0RT	18-Apr-08	17-Apr-09	\$1,869.00	\$1,869.00
CSS11501	JMX1044K0R7	18-Apr-08	17-Apr-09	\$1,869.00	\$1,869.00
CSS11501	JMX1044K0R9	18-Apr-08	17-Apr-09	\$1,869.00	\$1,869.00
ASAS510-SEC-BUN-K9	JMX1119L141	18-Apr-08	17-Apr-09	\$755.00	\$755.00
ASAS510-SEC-BUN-K9	JMX1119L142	18-Apr-08	17-Apr-09	\$755.00	\$755.00
WS-C3750-48PS-S	FDO1123Z2W5	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3750-48PS-S	FDO1123Z2V3	18-Apr-08	17-Apr-09	\$806.00	\$806.00
WS-C3560-24PS-S	FDO1133Z6G0	27-Sep-08	17-Apr-09	\$422.00	\$234.70
WS-C3560-24PS-S	FDO1133Z6FU	27-Sep-08	17-Apr-09	\$422.00	\$234.70
WS-C2950-24	FOC0617Y1B7	18-Jan-08	17-Apr-09	\$93.00	\$93.00
ME-2400-24TS-A	FOC1107U2MJ	28-Jan-09	17-Apr-09	\$230.00	\$50.41
ME-2400-24TS-A	FOC1107U2N2	13-Mar-10	17-Apr-11	\$230.00	\$252.68
ASAS540-K8	JMX1033K0RR	31-Mar-08	17-Apr-09	\$2,855.00	\$2,995.79
ASAS540-K8	JMX1001K05Y	31-Mar-08	17-Apr-09	\$2,855.00	\$2,995.79

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Dept.'s Legislative Liaison: Kathleen Lane

Contact Number: 404-335-1983

Originating Department: Department of Information Technology

Committee(s) of Purview: Finance/Executive Committee

Chief of Staff Deadline: August 13, 2008

Anticipated Committee Meeting Date(s): August 26 - 27, 2008

Anticipated Full Council Date: September 2, 2008

Legislative Counsel's Signature: [Signature]

Commissioner Signature: [Signature]

Chief Procurement Officer Signature: [Signature]

**CAPTION**

A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AMENDMENT NO. 1 TO THE CONTRACT BETWEEN THE CITY OF ATLANTA AND CISCO SYSTEMS FOR SMARTNET NETWORK SUPPORT SERVICE, COOPERATIVELY PROCURED FROM GTA CONTRACT NUMBER NO. S000546-43, ON BEHALF OF THE DEPARTMENT OF INFORMATION TECHNOLOGY, TO ADD FUNDING IN AN AMOUNT NOT TO EXCEED TWO HUNDRED THIRTY-SIX THOUSAND, EIGHT HUNDRED EIGHTY-THREE DOLLARS AND THIRTY-THREE CENTS (\$236,883.33); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 1001 (GENERAL FUND) 050206 (IT MAINFRAME OPERATIONS) 5212001 (CONSULTING AND PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION SYSTEM) AND FOR OTHER PURPOSES.

Mayor's Staff Only

Received by CPO: \_\_\_\_\_ Received by LC from CPO: \_\_\_\_\_  
(date) (date)

Received by Mayor's Office: 8.13.08 [Signature] Reviewed by: [Signature] 8/14/08  
(date) (date)

Submitted to Council: \_\_\_\_\_